



Indiana Career Connect (ICC) Quick Reference – Staff User

Logging In

If you don't have an account:

- See your manager to have an account set up.

If you have an account:

- Enter your user ID and password on the home page.

My Workspace

My Staff Resources – Choose a shortcut to the most commonly used staff tools.

My Staff Account – Access this option to modify your staff profile, including contact information.

Staff Services

Manage Individuals – Create an individual user account or assist an existing individual.

Manage Employers – Create an employer user account, assist an existing employer, or modify their system access rights.

Manage Resumes – Create or search for candidate resumes within the system.

Manage Job Orders – Create or manage internal jobs; search for internal or external jobs.

Manage Labor Exchange – Create job referrals for individuals and candidate referrals for employers; enter referral results; review pending referral requests; manage your custom job skill sets (for resume searches, posting jobs, and/or searching for individuals); manage criteria to control the display of external jobs in the system.

Manage Activities – Manage service plan information for a desired individual or employer; manage the Events calendar for individuals, employers, and staff.

Manage Communications – Manage messages, appointments, correspondence letters and system alerts on behalf of the customers you serve.

View Reports – Generate detailed activity and management reports.

Other Staff Services

Staff Online Resources – Develop and maintain a directory of staff member resource information using the Content Management tool in Admin.

Dynamic Works Staff Courseware – Access professional online courses developed for the improvement of workforce staff members.

Important Things You Can Do for Employers in ICC

Modify Employer

Account Status (Enable, Disable, Revoke, or Lock Out Employer)

- Click **Manage Employers>Assist an Employer**.
- Select *status* search criteria and click **Search**; review search results.
- Click link displayed in *Access* column>select new status>type comments>click **Save Changes**.

Modify Internal Job Order Details

- Click **Manage Job Orders>Manage Internal Jobs**.
- Search for, select, and review the desired job order.
- Change the staff status or other information as appropriate.



Important Things You Can Do for Employers in ICC

Reset Employer Login Data via Email Notification	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria>click Search>click the desired General link under the <i>Action</i> column, OR Select one of last 5 employers you assisted>Corporate Profile option. Click Reset Employer Account link. Select desired reset option(s) and confirm email address. Click Send.
View Job Applicants for a Specific Employer	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Click Recruitment Plan Profile>Job Applicants tab>Details link(s).
Provide Resume Search Assistance for Any Employer	<ul style="list-style-type: none"> Click Manage Resumes>Search for Resumes. Select search area. Enter search criteria. To review ranked results, determine whether criteria is <i>required</i> or <i>desired</i>. Click Search; review results.
Create Job Referral (from Resume Search Results)	<p>To create job referral(s) from resume search results:</p> <ul style="list-style-type: none"> Click Refer checkbox(es) for desired candidate(s). Click Refer Selected Resumes. Conduct job search to identify related employer(s)/job(s). Click desired Refer link or Refer checkboxes. Click Refer Selected Jobs. Complete <i>Staff Information</i> section, <i>Referral Type</i> section, and <i>Employer/Job Seeker Notification</i> section, if applicable. Click Save.
Record Placements/Job Order Referral Results for Any Employer	<ul style="list-style-type: none"> Click Manage Labor Exchange>Enter Referral Results. Select search criteria and click Search. Click the numeric link under the <i>Referrals</i> column. Review/modify job order statistics or applicant information, if desired. Select desired Applicant Status (for <i>Hired</i>, include hire date and hourly rate) for each applicant displayed. Click Save to record results.
Create Resume Alert for Specific Employer (Virtual Recruiter)	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Click Recruitment Plan Profile>Virtual Recruiter tab>Create new Resume Alert. Select search area. Select desired search option, enter search criteria, and click Search. Click Save this resume search on search results screen. Complete Virtual Recruiter Information section and click Save.



Important Things You Can Do for Employers in ICC	
Create Candidate Referral for Any Employer	<ul style="list-style-type: none"> Click Manage Labor Exchange>Mass Candidate Referrals. Click Search Resumes to locate individuals with active resumes only, or Search Candidates for any individual. Provide search criteria and click Search. Click Refer checkbox(es) for desired individual(s) and click Refer Selected Individuals (or Refer Selected Resumes, depending on your selected search option). Click Choose job(s) to refer. If you are currently assisting an employer, you may click Select Job(s) by "Employer name" and skip the next 2 steps. Click job search location. Select job search criteria and click Search. Click desired Refer checkbox(es) and click Refer Selected Jobs. Complete <i>Staff Information</i> section, <i>Referral Type</i> section, and <i>Employer/Job Seeker Notification</i> section, if applicable. Click Save.
Record Additional Worksite Locations	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Click Corporate Profile>Work Sites tab>Add Work Site. Record work site information. Click Save.
Record Additional Employer Contacts	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Click Corporate Profile>Contacts tab>Add Contact. Select desired work site from list box. Record contact information. Click Save.
Create Interview Question Sets	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Select Recruitment Plan Profile>Interview Question Sets tab. Click Create Interview Questions. Record question set details. Click Save.
Add Interview Question Set to Existing Job Order	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer. Select search criteria, click Search, click desired <i>Username</i> link, OR Select one of last 5 employers you assisted. Select Recruitment Plan Profile. From default Job Orders tab, click <i>Job Order Title</i> link for desired job. Within <i>Job Applicant Questions</i> section, select desired Interview Question Set. Click Save.



Important Things You Can Do for Employers in ICC

Add Resume to Employer's 'Favorites' Folder	<ul style="list-style-type: none"> Follow steps from former <i>Provide Resume Search Assistance for Any Employer</i> topic to display resume search results. Click desired Resume link. Click Save to Favorites link at page bottom. Select appropriate category. Rate the applicant and record notes, if desired. Click Save.
Record/Preview Services Provided to Employer	<ul style="list-style-type: none"> Click Manage Employers>Assist an Employer>select search criteria, click Search, click desired <i>Username</i> link; OR Select Manage Activities>Employer Services>select search criteria, click Search, click desired <i>Username</i> link. View existing services, OR Click desired link to add single or multiple services. Record service details. Click Save.

Important Things You Can Do for Individuals in ICC

Reset an Individual's Login Data via Email	<ul style="list-style-type: none"> Click Manage Individuals>Assist an Individual. Select search criteria>click Search>click the desired General link under the <i>Action</i> column, OR Select one of last 5 individuals you assisted>Personal Profile option. Click the Click Here to Reset Account link. Select desired reset option(s) and confirm email address. Click Send.
View/Edit Social Security Number (SSN)	<ul style="list-style-type: none"> Click Manage Individuals>Assist an Individual. Select search criteria>click Search>click the desired General link under the <i>Action</i> column, OR Select one of last 5 individuals you assisted>Personal Profile option. Click the View/Edit SSN link. Record the appropriate SSN. Click Save.
Provide Resume Assistance to Any Individual	<ul style="list-style-type: none"> Click Manage Resumes>Create a Resume. Select search criteria and click Search; review search results. Click desired link under <i>Username</i> column. To view or modify a resume, click its title link. To delete a resume, click the desired checkbox and click Delete. To create a new resume, click Create New Resume. To reactivate an old resume, click Activate All Resumes.



Important Things You Can Do for Individuals in ICC	
Verify or Review Individual's Background Information	<ul style="list-style-type: none"> Click Manage Individuals>Assist an Individual. Select search criteria and click Search; review search results>click desired link under <i>Username</i> column; OR Select one of last 5 individuals you assisted Click Personal Profile>Background tab. Select desired status (<i>verified</i> or <i>reviewed</i>)>click Update Status. Click OK.
Provide Job Search Assistance for Any Individual	<ul style="list-style-type: none"> Click Manage Job Orders>Search for Jobs. Select geographic area. Select job search criteria and click Search.
Create Job Seeker Referral from Job Search Results	<p>To create job seeker referral(s) from job search results:</p> <ul style="list-style-type: none"> Click Refer checkbox for desired job(s). Click Refer Selected Jobs. Click Select Name (if currently assisting individual), Search Resumes, or Search Candidates. Conduct resume/candidate search, if applicable, based on former step. Select desired applicant link or checkbox(es). Click Refer Selected Resumes or Refer Selected Individuals based on your search option. Complete <i>Staff Information</i> section, <i>Referral Type</i> section, and <i>Employer/Job Seeker Notification</i> section, if applicable. Click Save.
Confirm Services Provided to Individual	<ul style="list-style-type: none"> Select Manage Activities>Individual Services>select search criteria, click Search, click desired <i>Username</i> link, OR Click Manage Individuals>Assist an Individual>select search criteria>click Search>click desired Activities link>click Activity History / Service Plan link. View existing services.
Create New Job Alert for Specific Individual (Virtual Recruiter)	<ul style="list-style-type: none"> Click Manage Individuals>Assist an Individual. Select search criteria>click Search>click the desired <i>Username</i> link, OR Select one of last 5 individuals you assisted. Select the Employment Plan Profile>Virtual Recruiter Tab. Click Create new Job Alert. Select search area. Select desired search option, enter search criteria, and click Search. Click Save this job search on search results screen. Complete Virtual Recruiter Information section and click Save.



Important Things You Can Do for Individuals in ICC

Create Job Referral for Any Individual(s)

- Click **Manage Labor Exchange>Mass Job Referrals**.
- Select job search area.
- Select job search criteria and click **Search**.
- Click **Refer** checkbox for desired job(s) and click **Refer Selected Jobs**.
- Click **Search Resumes** to refer individuals with active resumes only, **Search Candidates** for any individual. If you are currently assisting an individual, you may select them and skip the next 2 steps.
- Provide search criteria and click **Search**.
- Click **Refer** checkbox for desired individual(s) and click **Refer Selected Individuals** (or **Refer Selected Resumes**, depending on your selected search option).
- Complete *Staff Information* section, *Referral Type* section, and *Employer/Job Seeker Notification* section, if applicable.
- Click **Save**.

Important Things You Can Do for Anyone in ICC

Send a Message

- Click **Manage Communications>Manage Messages**.
- Click **Create New Message**.
- Complete *Recipient Information* and *Message Information* sections.
- Choose whether to send message via email.
- Click **Send Message**.

Schedule an Appointment

- Click **Manage Communications>Manage Appointments**.
- Click **Add Appointment**.
- Complete appointment details, including date and time, attendees, and courtesy notifications, if desired.
- Click **Save**.

Update Event Calendar

- Click **Manage Activities>Events**.
- Click **Add Event**.
- Enter event details.
- Click **Save**.

Create/Manage System Alerts

- Click **Edit** link for desired system alert.
- Record the necessary information.
- Click **Save**.

Save Report Parameters (My Reports)

- Click **View Reports**.
- Click a desired report option/sub-option.
- Select desired report filters.
- Click **Save to My Reports** link.
- Enter a report description and share command.
- Click **Save**.



Important Things You Can Do *for Anyone* in ICC

My (Saved) Search Lists

- Select **Mange Individuals>Assist an Individual**, OR
- Select **Manage Employers>Assist an Employer**.
- Select search criteria and click **Search**.
- From search results displayed, select desired checkboxes.
- Click **Save List** link.
- Record a list title and click **Save**.

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